

2018 Regular Session

HOUSE BILL NO. 894 (Substitute for House Bill No. 517 by Representative Schexnayder)

BY REPRESENTATIVE SCHEXNAYDER

WATER/DRINKING WATER: Provides requirements for community water systems with respect to customer complaints

1 AN ACT

2 To enact R.S. 40:1281.12, relative to community water systems; to require community water
3 systems to establish and maintain records of complaints; to require training in
4 compliance and management in certain instances; to provide for duties of the state
5 health officer with respect to regulation of community water systems; and to provide
6 for related matters.

7 Be it enacted by the Legislature of Louisiana:

8 Section 1. R.S. 40:1281.12 is hereby enacted to read as follows:

9 §1281.12. Community water systems; complaint records; review of records by state
10 health officer

11 A.(1) Each community water system shall maintain a record of each
12 complaint it receives by telephone, letter, or electronic mail from customers or users.

13 The record of each complaint shall include the date the complaint was received, the
14 service connection to which the complaint relates, the name of the customer or user
15 making the complaint and associated contact information, and a brief description of
16 the complaint. The log containing the record shall also include documentation of
17 corrective actions that the community water system has implemented with respect
18 to the matters detailed in the complaint.

1 (2) The community water system shall retain the complaint records required
2 by the provisions of this Subsection for at least five years, and shall make the records
3 available to the Louisiana Department of Health upon request and without charge.

4 B. If the state health officer or his designee reviews a complaint record
5 provided for in this Section and, based upon the results of the review, recommends
6 that any board member, owner, officer, or operator of a community water system, or
7 any combination of these personnel, undertake an appropriate training course
8 incorporating topics concerning proper customer service, customer relations, public
9 relations, or related matters, then the personnel identified by the state health officer
10 or his designee shall be required to undertake such training.

11 (2) The training provided for in this Subsection may be delivered by the
12 state, a contractor of the state, or a state-recognized trainer.

13 C. If the state health officer deems it necessary, he may require any
14 community water system to implement a demonstrated flushing program.

15 D. For the purposes of this Section, "community water system" shall have
16 the meaning ascribed in R.S. 40:5.8.

DIGEST

The digest printed below was prepared by House Legislative Services. It constitutes no part of the legislative instrument. The keyword, one-liner, abstract, and digest do not constitute part of the law or proof or indicia of legislative intent. [R.S. 1:13(B) and 24:177(E)]

HB 894 Engrossed

2018 Regular Session

Schexnayder

Abstract: Establishes requirements for community water systems with respect to records of customer complaints and to training of certain water system personnel.

Present law defines "community water system" as a public water system that serves year-round residents within a residential setting. Provides that examples of community water systems include those which serve municipalities, water districts, subdivisions, and mobile home parks. Proposed law retains present law.

Proposed law requires each community water system to maintain a record of each complaint it receives by telephone, letter, or electronic mail from customers or users. Provides that the record of each complaint shall include all of the following information:

- (1) The date the complaint was received.
- (2) The service connection to which the complaint relates.

- (3) The name of the customer or user making the complaint and associated contact information.
- (4) A brief description of the complaint.

Proposed law requires that the log containing the complaint record shall also include documentation of corrective actions that the community water system has implemented with respect to the matters detailed in the complaint. Requires the community water system to retain the complaint records required by the provisions of proposed law for at least five years, and to make the records available to the La. Department of Health upon request and without charge.

Proposed law requires that if the state health officer or his designee reviews a complaint record provided for in proposed law and, based upon the results of the review, recommends that any board member, owner, officer, or operator of a community water system, or any combination of these personnel, undertake an appropriate training course incorporating topics concerning proper customer service, customer relations, public relations, or related matters, then the personnel identified shall be required to undertake such training. Stipulates that the training may be delivered by the state, a contractor of the state, or a state-recognized trainer.

Proposed law authorizes the state health officer, if he deems necessary, to require any community water system to implement a demonstrated flushing program.

(Adds R.S. 40:1281.12)